

Office Assistant 1 (Spanish Language)

Announcement Posted:

06/12/23

Responses must be hand delivered or postmarked by:

06/22/23

Salary:

\$34,152 to \$42,251

Location:

Employment and Income Support Programs
40 North Pearl Street
Albany, NY 12243

Grade:

6

of Positions:

4

Candidates Must Meet the Following Qualifications:

Eligible for a lateral transfer or eligible for a 70.1 transfer by having one year of permanent competitive service in an appropriate title;

View a complete listing of [70.1 transferable titles](#);

OR

Provisional Minimum Qualifications: There are no minimum education or experience requirements.

OR

Reachable on the appropriate eligible list in Albany.

Duties of Position:

These full-time Provisional Office Assistant 1 (Spanish Language) positions are located within Employment and Income Support's (EISP) State Supplement Program (SSP) Bureau. Below is a listing of possible job duties.

Under the direction of an Office Assistant 2 supervisor, each of the Office Assistant 1 (Spanish Language) positions may be involved in:

- Opening new SSP cases;
- Processing changes reported from various sources by updating client records and initiating the case actions;
- Calculating regular, manual, and retroactive payments;
- Issuing all program related notices;
- Conducting re-determinations and initiating recoveries;

- Reviewing forms for completeness;
- Requesting information from recipients and responding to recipient requests;
- Entering and retrieving information from the SSP computer system;
- Answering questions from recipients/providers/financial institutions;
- Faxing, mailing, and emailing recipients & vendors;
- Reviewing activity/exception reports;
- Answering the telephones following proper call protocols;
- Entering data from calls into SSP system;
- Initiating the mailing of documents to recipients/provider agencies;
- Escalating issues to supervisor as needed;
- Directing recipients to internal or external resources as necessary (i.e., Social Security Administration, Medicaid, Supplemental Nutrition Assistance Program);
- Communicating with all co-workers (both verbally and written); and
- Returning phone calls.

Conditions of Employment:

Full-time, provisional appointments will be made. If certified by Civil Service, mandatory reemployment list candidates must be considered first for appointment to this title.

If a provisional appointment is made, the appointee will be required to take the next holding of the Office Assistant 1 (Spanish Language) examination and be immediately eligible for appointment from the eligible list in order to maintain continued employment in this position.

In addition, to be considered for appointment to a Spanish language position, applicants will be required to demonstrate proficiency in Spanish at a level that will ensure their ability to adequately perform the duties of the position.

Remarks:

- **Candidates should reference posting 23-122 when submitting your application.**
- **If submitting electronically, please reference posting 23-122 as part of your subject line.**
- **This position meets the criteria for appointment under 55-b and 55c of the Civil Service Law.**
- **If you are interested in applying to this position, please visit [how to apply](#) for applicant instructions.**